

# Privacy Policy



This policy explains how CharDan IT Services Ltd will handle the privacy of your information. We are committed to maintaining robust privacy protections for all our users. We will take the necessary steps to ensure that user's information is safeguarded and kept in accordance with all applicable data protection laws and regulations.

This Privacy Policy forms part of our terms and conditions and is designed to help you understand how we collect, use, share and safeguard information we receive from website visitors and customers.

## What information do we collect?

The information that you provide us with is collected from any online details given and processed in accordance with UK legislation.

### *Information you provide to us:*

**Contact:** We have a Contact Form and this is used to collect your name, email and phone number as well as your message, so that we can contact you and provide details of our services to you and deal with general company enquiries. Data is held on the grounds of being legitimate to our business interests.

**Emails:** We retain copies of emails sent to us on our servers which are hosted on Office 365 in the Cloud. For details of how your data is handled by this third party you should refer to their Privacy Policy at <https://privacy.microsoft.com/en-gb/privacystatement> . Your personal information will be held by us in accordance with this Privacy Policy.

**Phone calls:** Phone calls to us may be recorded and any data relating to the call may be retained by us. The data will be held on the basis of being for our legitimate business needs or in order to fulfil our contractual obligations if you are a client of ours.

**Social media:** We use social media to engage with users and the CharDan IT Services Ltd website links to our Facebook. We do not keep any specific data that identifies you as an individual user, but hold details of our followers on these platforms. You should refer to the Privacy Policies of these channels to understand how they treat your data in relation to linking to our site.

Facebook: <https://www.facebook.com/privacy/explanation>

If you send us a direct message via social media, the details may be retained by us only as relevant to any ongoing contract or to further our legitimate business interests or as required for legal purposes. The third party provider may also retain details in accordance with their Privacy Policy.

**Testimonials:** We may ask for your permission to publish your comments in relation to services we have provided to you. If we choose to publish these on our website or other promotional material, we will not publish any personal data that identifies you individually.

### *Information we get from other sources*

From time to time, we may need to obtain information from third parties about you. This will only apply where it is necessary to provide our services and as permitted by law.

## How we use your personal information

Your information will be used by us to enable us to provide our services to you. We act as a Data Controller (see below) of your information and undertake to protect your personal and sensitive data in a manner that is consistent with the requirements of the General Data Protection Regulation (GDPR). We will take reasonable measures to ensure the secure storage of your data.

Personal data submitted on this website will be used for the purposes specified in this Privacy Policy, to include the following:

- administer the website;
- improve your browsing experience by personalising the website;
- follow up with email enquires;
- send you general (non-marketing) communications;
- send you email notifications which you have specifically requested;
- send to you marketing communications, where expressly agreed;

- provide third parties with statistical information about our users - but this information will not be used to identify any individual user;
  - ask for feedback and reviews;
  - deal with enquiries and complaints made by or about you relating to the website.
- Users of this website do so at their own discretion and provide any such personal details at their own risk.

## Sharing Information:

### *Disclosure*

We don't share, sell, or distribute your data to third parties, except as contractually agreed with you or as provided in this Privacy Policy.

We may disclose your personal information if we are required to do so by law, in connection with any legal proceedings, and in order to establish, exercise or defend our legal rights, or if otherwise legally permitted.

## **Third Parties**

We use a third party company called Chrome Remote to manage and deliver our service additionally we use products from TeamViewer to deliver some remote and ad-hoc support services. The Privacy Policies for these partners is available at:

<https://support.google.com/chrome/a/answer/9036555?hl=en>

<https://www.teamviewer.com/en/privacy-policy/>

## **Data Processors**

We may use Data Processors who act on our instruction in relation to the management of your data and they must adhere to all data protection laws and regulations. We will ensure that any Data Processors used only operate on our written instructions and comply with their obligations under the GDPR.

You will be informed of any other Data Controllers who have access to your data and who may determine processing activities separately to us, or as a Joint Data Controller.

## **Marketing**

We will only send you emails about our services, i.e. direct marketing, with your express consent. You have the option not to give consent and to withdraw consent at any time. You may withdraw your consent for us to contact you by contacting us at [info@chardanit.co.uk](mailto:info@chardanit.co.uk)

Non-personally identifiable visitor information may be provided to third parties for marketing, advertising or other uses.

## **External links**

Users of the CharDan IT Services Ltd website are advised to adopt a policy of caution before clicking on any external web links. Clicking an external link will take the user away from our website. Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's terms and conditions.

CharDan IT Services Ltd cannot guarantee or verify the contents of any externally linked website and users click on external links at their own risk. CharDan IT Services Ltd and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

## **Social media platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are subject to our terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate and/or engage with them with due care and caution in regard to their own privacy and personal details. This website nor its owners will not ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

CharDan IT Services Ltd uses social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised that before using such social sharing buttons, that they do so at their own discretion, and should consider that the social media platform may track and save requests to share a web page, through the users' social media platform account.

## Legal basis for processing

We will ask for your consent if we need to process your personal data in circumstances including:

1. For Marketing our Services and Promotions
2. Research
3. Use of Cookies – see below

Separate consent is not required in the following circumstances:

1. For the performance of a contract.  
To perform our contractual obligations to you, including fulfilling orders or purchases you have made, contacting you in relation to any issues with your order or use of the services, in relation to the provision of the services, or where we need to provide your personal data to our service providers related to the provision of the services.
1. To comply with legal obligations.  
To comply with laws, regulators, court orders, or other legal obligations.
1. Legitimate Interests.  
**Legitimate interests may include:**
  - To communicate with you regarding the services, including to provide you with important notices regarding changes to our terms and to address and respond to your requests, enquiries and complaints.
  - To send you surveys in connection with our services.
  - To assist in the investigation of suspected illegal or wrongful activity, and to protect and defend our rights and property, or the rights or safety of third parties.
  - To develop, provide, and improve our services.
  - To enforce our Privacy Policy, or agreements with third parties.

## Withdrawing consent

You may at any time withdraw your consent to the processing of your personal data by contacting us by email to [privacy@chardanit.co.uk](mailto:privacy@chardanit.co.uk)

## Retaining your data

We keep your personal information in accordance with our Data Retention Policy which reflects our needs to provide services to you as contracted and also as required to meet legal, statutory and regulatory obligations. The need to hold information is regularly reviewed and information/data will be disposed of when no longer required.

## Data Storage

Our website is hosted by Heart Internet. Any information that you supply to us may be stored and processed by our servers located inside European Economic Area, or any other country that provides suitable and adequate security measures to protect the data. Your data may be transferred in accordance with the relevant data protection laws.

## Data Subject Rights:

### Subject Access Requests

The General Data Protection Regulation (GDPR) gives individuals, known as 'data subjects', the right to access personal data that is held by organisations by a subject access request (SAR). We will endeavour to respond quickly to any such requests, which legally require us to respond within one month of receiving the request and necessary information. To make a SAR request email us at [privacy@chardanit.co.uk](mailto:privacy@chardanit.co.uk)

## ***Right to Rectification***

Data subjects have the right to request that we amend or change personal information that we hold about you, that is inaccurate or incorrect.

## ***Right to erasure***

Data subjects have the right to ask us to delete personal information from our systems without giving any reason and at any time. We will act on any request without delay.

## ***Right to restrict processing***

Data subjects have the right to rectification or erasure of personal data in the following circumstances:

- Personal data is not accurate;
- The processing of data is unlawful - data subjects may request that processing is restricted;
- Data is required to exercise legal rights or defend legal claims;
- Data is unlawful but there may be lawful grounds for processing, which override this right.

## ***Right to data portability***

Data subjects have the right to obtain and transfer their data to different service providers.

## ***Right to object***

Data subjects have the right to object to the processing of data at any time based on their particular situation. This includes objecting to profiling unless it is in the 'public interest' or exercised lawfully by an official authority. We will only process data under lawful grounds.

Right not to be subject to decisions based on automated processing

We do not use any automated processing that results in any automated decision based on a data subject's personal information.

## ***Using your rights***

If you wish to invoke any of these rights, you can email us at [privacy@chardanit.co.uk](mailto:privacy@chardanit.co.uk)

## **Data Breaches**

We will report any unlawful breach of data as required by the GDPR within 72 hours of the breach occurring, if it is considered that there is an actual, or possibility, that data within our control including the control of our data processors, has been compromised. If the breach is classified as 'high risk' we will notify all data subjects concerned using an appropriate means of communication. We will report any relevant breaches to the ICO, see below.

## **Cookies**

Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server, to provide the user with a tailored experience when navigating the website. Session cookies may be used to validate your access to different parts of the website.

## Disabling Cookies

If you are uncomfortable with the use of cookies, you can disable cookies on your device by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your device. You can also delete any cookies that are already stored on your device. However, please be aware that if you do delete and block all cookies from our website, parts of the site may not fully function.

## How we use Cookies

The CharDan IT Services Ltd website uses cookies to help us identify and track visitors, their usage of the website, and their website access preferences. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer or device. This complies with UK legislation which requires that explicit consent is given by users before reading files are left, or applied, on a user's computer or device.

We do not use cookies to collect any information that identifies you personally.

## Cookies we use

The Cookies we use are shown in this table below.

| COOKIE                   | USE   | RETENTION PERIOD |
|--------------------------|---|------------------|
| Google Analytics Cookies | Region capture, time on site, pages viewed on our site. | 26 Months        |

## Analytics

CharDan IT Services Ltd uses tracking software provided by Google Analytics to monitor its visitors, and to better understand how they use the site. This software uses cookies to track visitors' usage. The software will save a cookie to the user's hard drive in order to track and monitor engagement and usage of the website. The cookie will not store, save or collect personal information.

Google's privacy policy is available at <http://www.google.com/privacy.html>. Users may opt-out from having their data collected by disabling the tracking.

## Consent

If you accept the use of Cookies on this website, you consent to the processing of data about you by us and any third parties as identified above in accordance with this policy and our Privacy Policy. You have the right to withdraw your consent at any time by emailing the Data Controller at [privacy@chardanit.co.uk](mailto:privacy@chardanit.co.uk)

## Further information

Guidelines for the processing and handling of data is available from the Information Commissioner's Office, the UK supervisory authority on data protection, see [ico.org.uk](http://ico.org.uk).

Information is also available at [www.ec.europa.eu/ipg/basics/legal/cookies/index\\_en.html](http://www.ec.europa.eu/ipg/basics/legal/cookies/index_en.html).

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## **Important Information**

### ***Questions and queries***

If you have any concerns about how we handle your data, you can contact the Data Controller by email to [privacy@chardanit.co.uk](mailto:privacy@chardanit.co.uk)

### ***Changes to this policy***

We reserve the right to change this Privacy Policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. You will be deemed to have accepted any changes to the terms of the privacy policy on your next visit of the website following the amendment.

### ***Complaints***

If you want to raise a concern about the use of your data, you can contact us by email to [support@chardanit.co.uk](mailto:support@chardanit.co.uk). Alternatively, you can formally raise a concern or complaint to the Information Commissioner's Office (ICO) directly on 0303 123 1113, or see the options for reporting issues on <https://ico.org.uk/concerns/>

### ***No Waiver***

No failure or delay by us in exercising any of our rights in accordance with this Privacy Policy or our terms and conditions shall be deemed to be a waiver of that right, and no waiver of a breach of any provision of the Agreement shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

### ***Severance***

If one or more of the provisions of this Privacy Policy or our terms and conditions is found to be unlawful, invalid or otherwise unenforceable, those provision(s) shall be deemed severed from the remainder of these terms and conditions and shall remain enforceable.

### ***Third Party Rights***

The terms of this Privacy Policy shall not confer rights on any third parties.

### ***Jurisdiction and Governing Law***

The terms of this Privacy Policy and all disputes, whether contractual or otherwise, arising out of or in connection with the policy are governed by and shall be construed in accordance with the laws of England and Wales and each party submits to the exclusive jurisdiction of these courts.